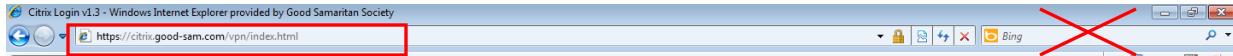


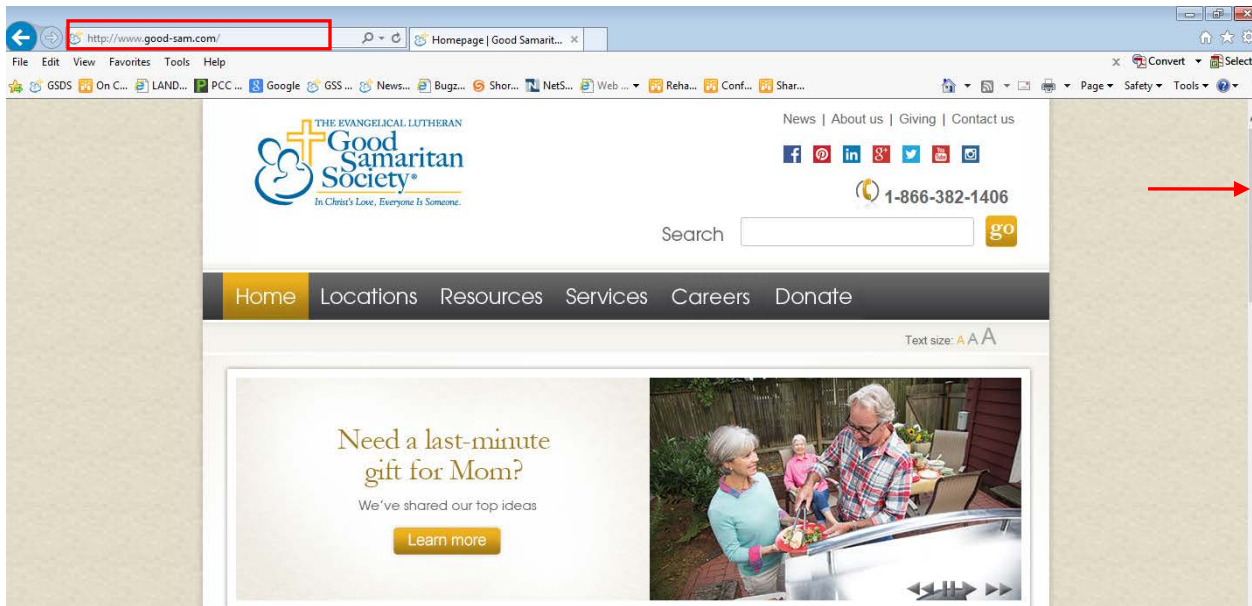
# Remote Access – Detailed Process

1. Open your web browser and enter the following in the address field: **citrix.good-sam.com**

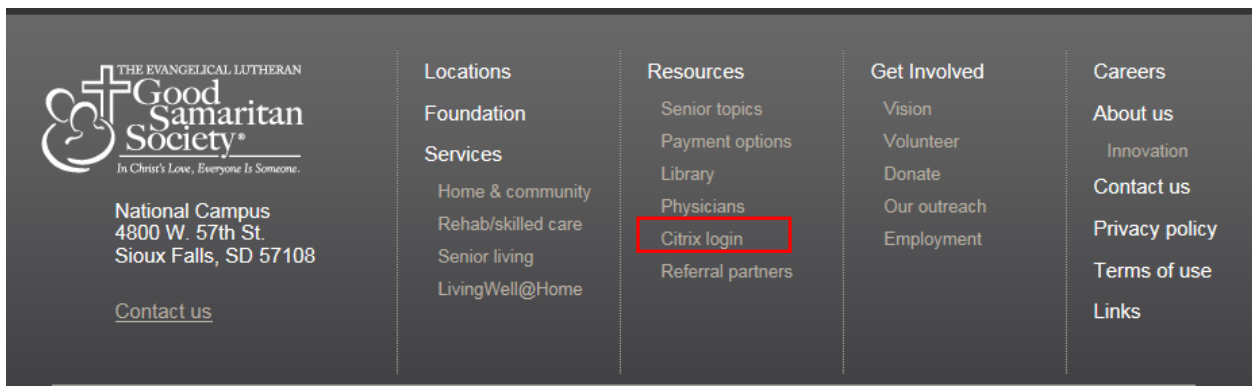
**TIP:** Do NOT enter the address in the search field (such as Google, Bing, etc)



You can also access Citrix from the Good Samaritan Society Public website (**good-sam.com**).  
On the Home page, scroll down.



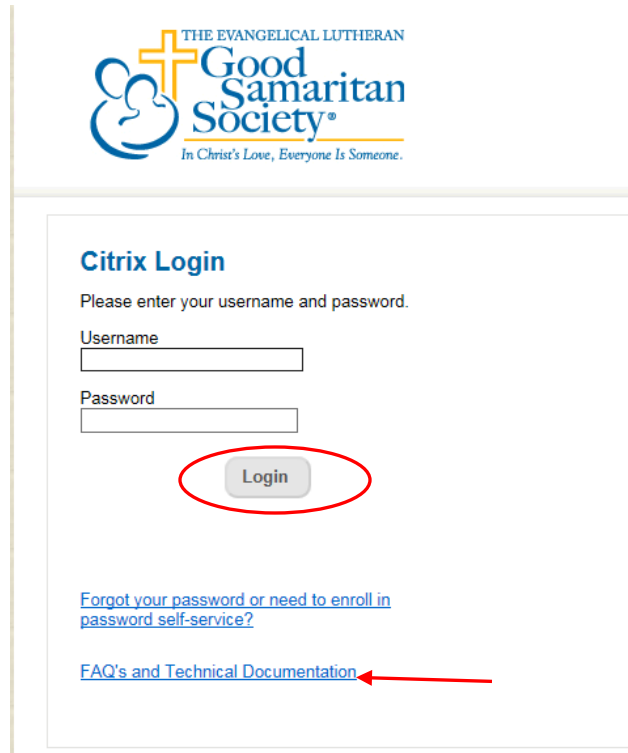
Under the Resources heading, click **Citrix login**.



## Remote Access – Detailed Process

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- To access numerous instructional documents, click on the **FAQ's and Technical Documentation** link on the Citrix Login page. When done, click the Back button to return to the login page.
- Citrix Login page: Enter your Username and Password and click **Login**.



**Citrix Login**

Please enter your username and password.

Username

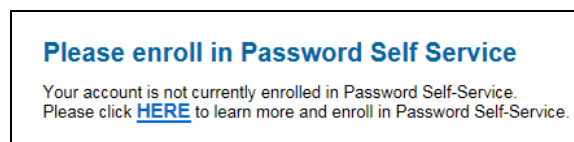
Password

**Login**

[Forgot your password or need to enroll in password self-service?](#)

[FAQ's and Technical Documentation](#)

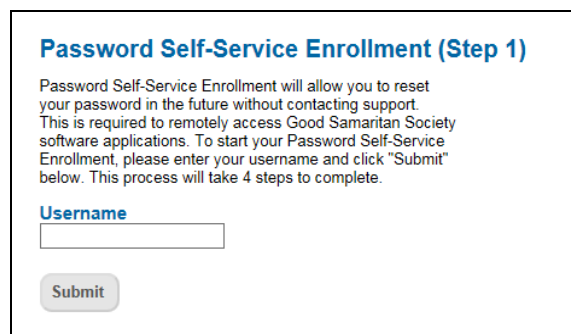
- If you are not enrolled in Password Self Service, you will be prompted to enroll. Click the word **HERE**. If you have already enrolled, you will not see this prompt.



**Please enroll in Password Self Service**

Your account is not currently enrolled in Password Self-Service.  
Please click [HERE](#) to learn more and enroll in Password Self-Service.

- Step 1:** Enter your username and click **Submit** to start the enrollment process.



**Password Self-Service Enrollment (Step 1)**

Password Self-Service Enrollment will allow you to reset your password in the future without contacting support. This is required to remotely access Good Samaritan Society software applications. To start your Password Self-Service Enrollment, please enter your username and click "Submit" below. This process will take 4 steps to complete.

**Username**

**Submit**

## Remote Access – Detailed Process

- Step 2:** This screen notifies you that an email was sent to your email account. Your email address will display in the message.

### Password Self-Service Enrollment (Step 2)

You have selected to enroll in Password Self-Service.

An email from **password-self-service-enrollment@good-sam.com** has been sent to the following email address **\_\_\_\_\_@\_\_\_\_\_ .com**. You must open that email and follow the instructions in order to complete your enrollment in password self-service. The link provided in the email message will expire after 24 hours.

You may close this web browser session.

If you need assistance or have questions, please contact the Good Samaritan Society, Center for Solutions support desk at (877) 447-7237.

- Step 3:** Using the same computer, access your email account and open the email from password self-service. **Then click on the link in the email.**

**TIP:** Your email account will **not** be a Good Samaritan email address! It is the business email address that you provided the nursing center for their Request For Access (RFA) to give you security rights to remote access.

Subject: Good Samaritan Society Password Self-Service Enrollment (Step 3)

You generated this email when you initiated the Password Self-Service Enrollment process on the Good Samaritan Society's Citrix web site.

To continue to Step 4, click on or copy and paste the following link into a web browser:  
<https://sslvpn.good-sam.com:8443/remote/login?u=temp-user-hanyvwmkpe&p=qoshxgjqskmjzplqunfe>

This link will expire in 24 hours.

Your web browser will open a web site where you can follow a link to complete Password Self-Service Enrollment.

- The link in the email will lead you to the screen shown below. Click on the link **"Click HERE to Continue to Step 4"**.

Password Self-Service SSL VPN Help Logout


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**Bookmarks**

[Click HERE to Continue to Step 4](#)

## Remote Access – Detailed Process

9. **Step 4:** Now you are at the Good Samaritan Society Password Self-Service Portal. Click **Enroll**.




THE EVANGELICAL LUTHERAN  
**Good Samaritan Society**  
In Christ's Love, Everyone Is Someone.

### Password Self-Service Portal

This self-service portal allows you to change your password or reset your password if you have forgotten it. In order to reset your own password you must first enroll.

If you have difficulties with any of these options, please call the Center For Solutions at 1-877-447-7237.


 **Change Password**  
I know my current password and would like to change it.

 **I Forgot My Password**  
I have already enrolled and I forgot my password.

 **Enroll (create security questions)**  
I know my current password and I need to enroll so I can reset my own password in the future.

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10. Follow the instructions on the screen. Click the **Next** button when done.



### Enroll

Enter your username and password to confirm your identity. Then select your questions and enter your answers to these questions in the **Answer** field. You will need to answer these questions again if you ever need to reset your password.

Each question **must** be different. You cannot select the same question more than once and none of your answers can be the same. **Example: If you father's middle name is Smith and your mother's maiden name is Smith, you cannot use these two questions together because they would require the same answer.**

When you are all done click **Next**.

**Username**

**Domain**

**Password**

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**Question 1**

**Answer**

**Question 2**

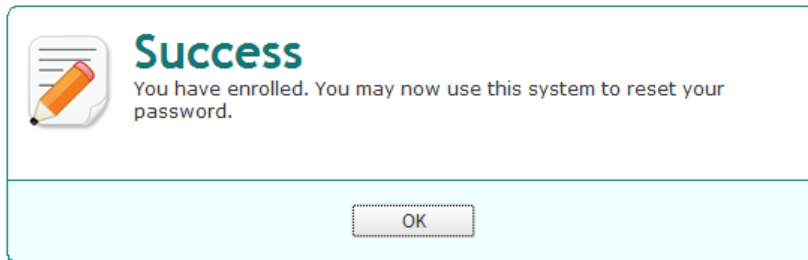
**Answer**

**Question 3**

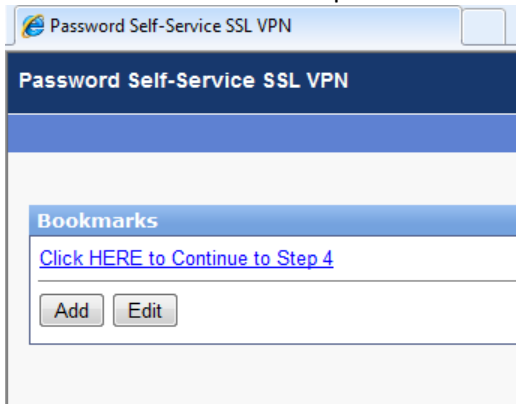
**Answer**

## Remote Access – Detailed Process

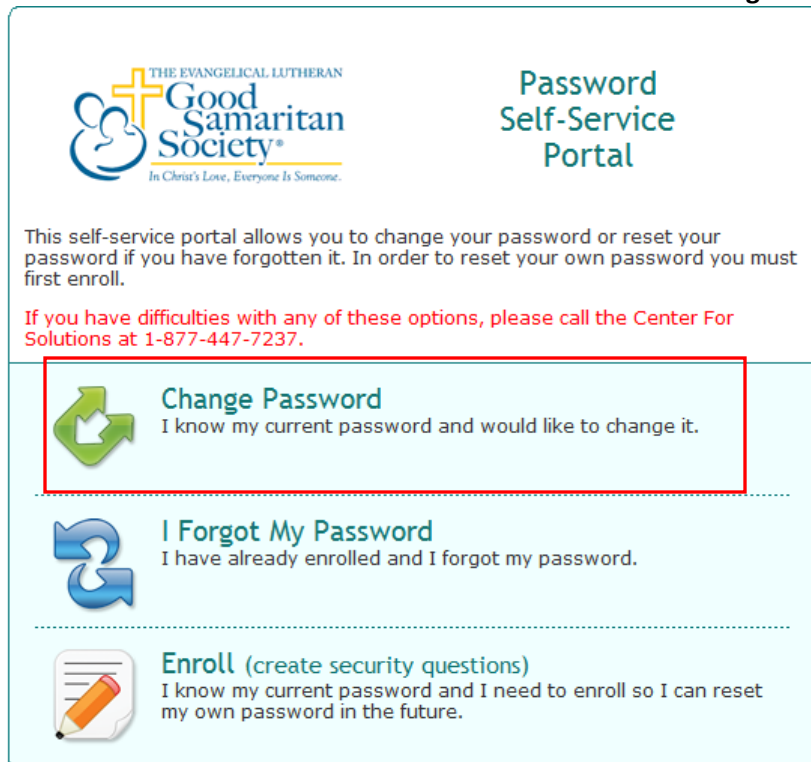
11. Click **OK** to close the Success message.



12. The SSL VPN screen is still open. Click on the link again "**Click HERE to Continue to Step 4**".




13. You will return to the Password Self-Service Portal. Click **Change Password**.



## Remote Access – Detailed Process

14. Enter your username and click **Next**.



### Change Password


Use this feature if you know your current password and would like to change it.

**Enter your username and then click Next to continue.**

Username

Domain

15. Follow the instructions on the screen to change your temporary password to one you created.



### Change Password

1. Passwords **must** be 6-8 characters long and cannot contain special characters or upper case letters.
2. Passwords **must** start with a letter. Your password cannot begin with a number.
3. Passwords **must** contain one or more numbers. If you want the new password to end with a number, it should contain another number that is not at the beginning.

*Valid Password Examples: y2kbug, dog6cat8, tiger12, cts2003*

*Invalid Password Examples: jim45 (not 6-8 characters), lizard@8 (contains a special character), 4hippo6 (begins with a number), K1te57 (contains an upper case letter)*

Passwords are confidential. Do not use your name, children's names, or phone numbers in your password.

**Enter your current and new password in the fields below.**

Username    cbuse2  
Domain     GOODSAM


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Current Password

New Password   

Confirm New Password

16. Click **OK** to close the Success message.

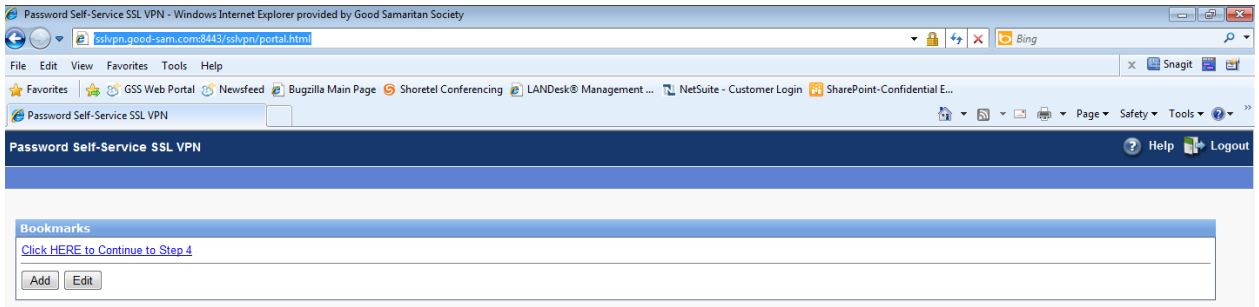


### Success

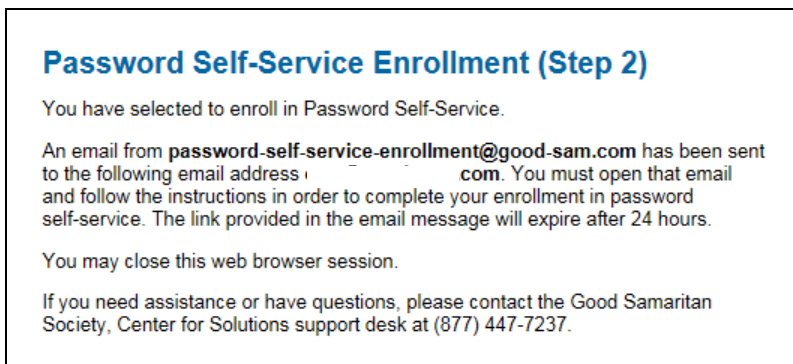
Your password has been changed. You may now logon with your new password.

# Remote Access – Detailed Process

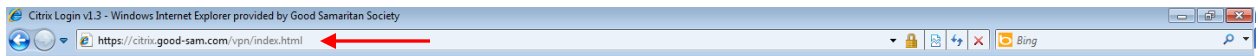
17. Click the **red X** in the upper right corner to close this screen.



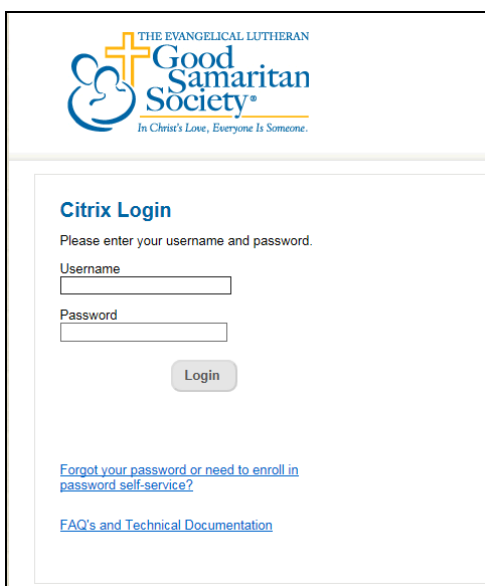
18. Close the Step 2 screen.



19. Open your web browser and enter the following in the address field: **citrix.good-sam.com**



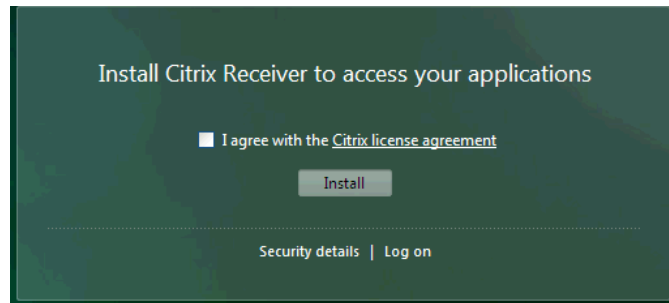
20. Login to Citrix using your username and the new password you just created.



## Remote Access – Detailed Process

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21. Just before reaching the Citrix Receiver page one of the following situations may occur:
- If Citrix is already installed on your computer, you will go directly to the Citrix Receiver page. **Skip to Step 23.**
  - If you previously chose not to install Citrix on your computer, you will go directly to the Citrix Receiver page. **Skip to Step 23.**
  - If Citrix is not installed on your computer, you will be presented with the option to install the Citrix Receiver. **Go to Step 22.**

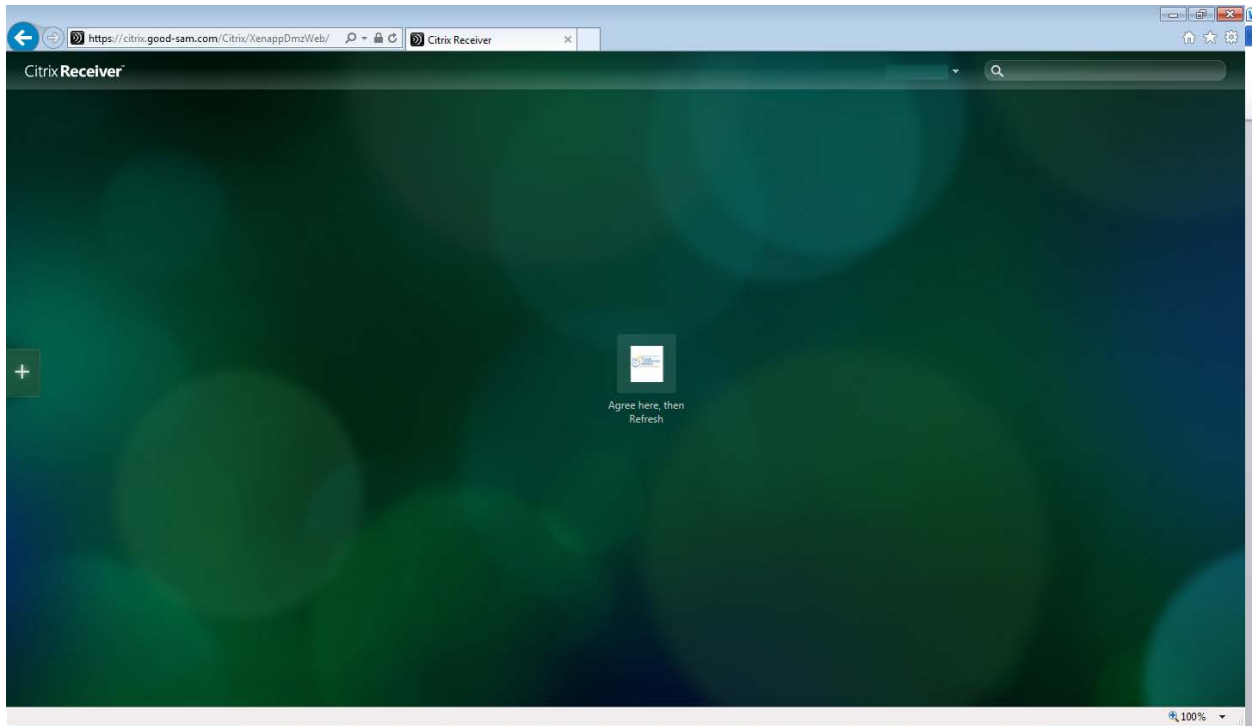


22. If you are prompted to install a Citrix Receiver, you have 2 options:
- Option 1: You can ignore the install and choose "Log on" instead. This is acceptable because if you choose not to install the Citrix client, the application session will be presented in an HTML5 window instead. **Then go to Step 23.**
    - Note: Not installing the Citrix client may impact the performance of the PointClickCare and Resident Spaces applications – pages may load slower.*
  - Option 2: You can choose to install the Citrix software. Info you need to know before installing:
    - First you will download the software. Then you will install it. This process may take 10-15 minutes or longer, depending on the speed of your internet connection and how congested that connection is.
    - Installing the Citrix client provides the best performance of the PointClickCare and Resident Spaces applications.*
    - \*If your place of work has blocked your computer from installing applications, you will not get an error message when downloading Citrix but you will get one when you attempt to install it.
  - Steps to install the Citrix Receiver software:
    - Checkmark "I agree with the Citrix license agreement"
    - Click **Install**
    - Download the executable
    - After running the file choose "Install"
      - \*If your place of work has blocked your computer from installing applications, you will get an error message and will not be able to install it.
    - Wait patiently for the job to finish, and then choose "Yes" to restart the computer.
    - Then login to Citrix again.

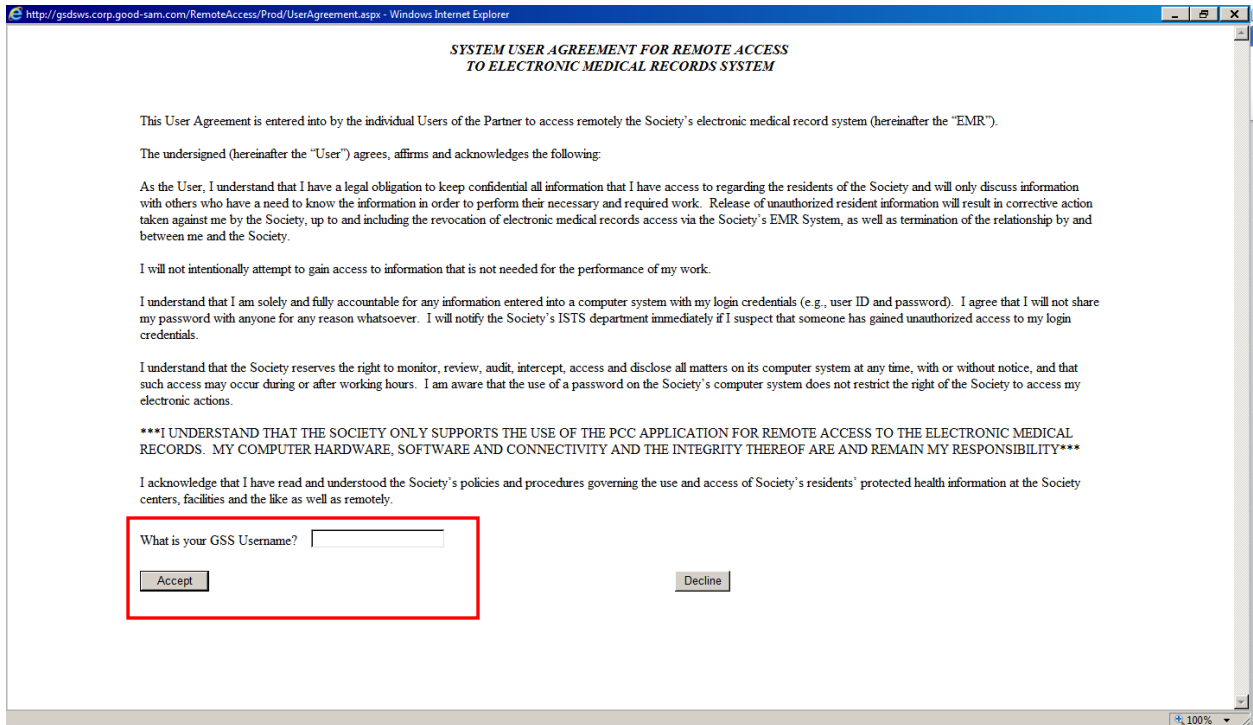


## Remote Access – Detailed Process

23. If you haven't accepted the User Agreement, the Citrix Page will display an icon labeled "Agree here, then Refresh". Click this icon.



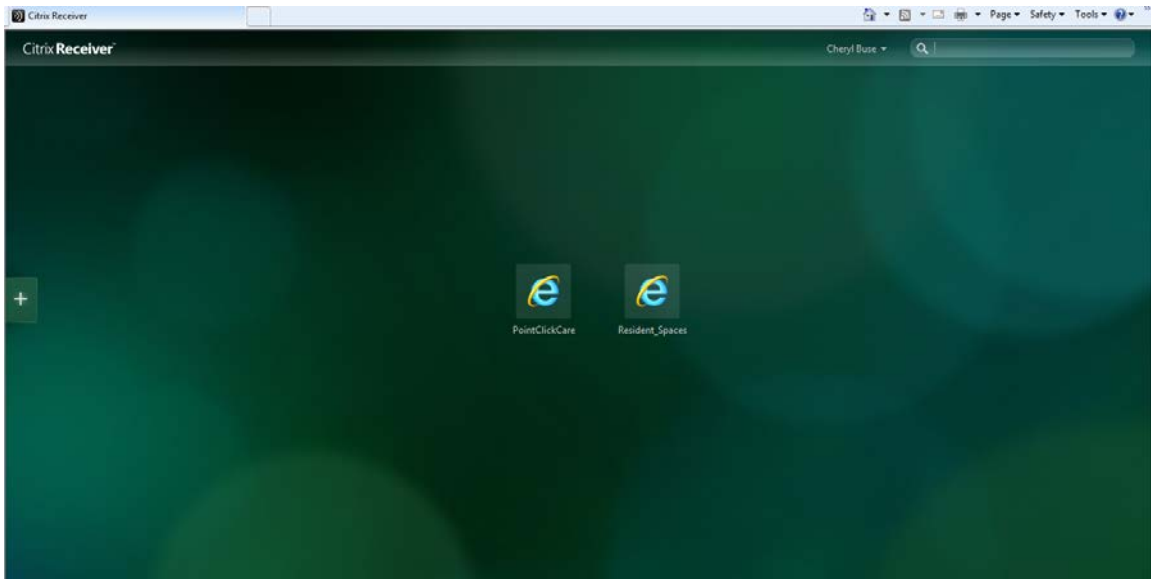
24. A User Agreement window will display. Read the agreement. If you agree to the terms, type your username and click the **Accept** button. (Type in the same username you used in Step 3 to login to Citrix.)



## Remote Access – Detailed Process

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25. When you return to the Citrix page you will still see the “Agree here, then Refresh” icon. Refresh the page by pressing the **F5** key on your keyboard.
26. After the refresh is completed, the applications that you have been given access to will display on the Citrix page. The example below shows PointClickCare and Resident Spaces. To access an application click on it.



27. When you are done working and have logged out of the applications, the Citrix Receiver screen may still be displaying. Click on your name in the upper right corner of the screen and then click **Log Off**.



28. This message will display when you have logged off Citrix. You may close this message or click **Log On** to log back into Citrix.

